Technical Operations Manager
Department of Physics

Closing date: 11 November 2018
Interview date: 14 December 2018
Vacancy reference: 7082
INTRODUCTION

We are seeking an experienced and proactive colleague to lead the technical provision within the Department of Physics, in this redeveloped role of Technical Operations Manager. You will provide leadership to the technical support staff in this large, complex and distributed department, ensuring that services are delivered efficiently and effectively. The Technical Operations Manager is a key member of the Department Management Team, working closely with the Head of Department, the Department Manager and other senior colleagues.
Main purpose of the role
Lead responsibility for co-ordinating and managing the quality of technical infrastructure activities in this large Physics department. Direct and co-ordinate a wide range of services provided by workshops and laboratories and supervise teams of technical staff to ensure that the Department’s teaching and research activities are supported effectively and efficiently.

Key responsibilities
(Role holders will be required to undertake some or all of the duties below)

- Lead and deploy technical teams across a large department, directing the allocation of work and ensuring that tasks are completed to quality and timeliness, and changes are implemented effectively
- Responsible for the strategic direction of the work areas; identifying how they input into the development of planning processes including the provision of data to support academic activities
- Responsible for the provision of technical support for the instruction and induction of students, staff and external stakeholders
- Maintain oversight of large scale infrastructure works and lead on those with a significant value or impact on technical areas
- Support Estates services to ensure that all detailed technical requirements are understood in the design and implementation of works relating to the fabric of the building and infrastructure.
- Take responsibility for establishing and maintaining a safe working environment across the department underpinned by procedures and record keeping which are compliant with legislative and regulatory guidance
- Influence budget setting relating to technical areas; manage budgets and monitor resources to optimise supplies and tendering processes, ensuring funds are deployed to achieve maximum benefit to the unit in line with university processes
- Manage the use of all departmental space ensuring it is deployed to maximum effect
- Oversee the inventory and asset management of the department
- Prepare strategic documents (eg option papers, proposals and reports) for consideration by senior management; contribute at faculty level to optimise technical service provision
- Oversee and develop department-wide technical training and development arrangements, with input to faculty provision as required
- Lead reviews of departmental technical services to ensure they are fit for purposes and provide maximum benefit across the department
- Pro-actively develop up-to-date knowledge of the field; investigate and propose improvements to services; advocating best working practices
- Support the Head of Department and Department Manager in all matters relating to technical provision; be a proactive member of the Department Management Team, and Faculty Technical Support Group
- Ensure contingency plans are in place to ensure a timely response to all technical incidents which might affect the smooth running of the Department
- To be the first point of contact out of hours, including working as part of a Major Incident Response Team during a major incident

JOB DESCRIPTION
At a glance
Salary
Grade 8—£50,132 to £58,089 a year

Hours of work
Full-time—37 hours a week

Contract type
Open

Based at
Heslington Campus West
# PERSON SPECIFICATION

## Qualifications

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Essential/Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Degree or equivalent experience in science or engineering</td>
<td>Essential</td>
</tr>
<tr>
<td>RSci/REng or willingness to work towards these or equivalent appropriate qualification</td>
<td>Essential</td>
</tr>
<tr>
<td>NEBOSH/IOSH Qualification</td>
<td>Desirable</td>
</tr>
</tbody>
</table>

## Knowledge

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Essential/Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>In-depth current theoretical and practical knowledge and understanding of the principles of scientific research, equipment and technical support services within the work area</td>
<td>Essential</td>
</tr>
<tr>
<td>Broad understanding and knowledge of relevant safety legislation and regulations, procedures, COSH and risk assessment</td>
<td>Essential</td>
</tr>
<tr>
<td>Knowledge of the management of technical services and workspace within a relevant environment</td>
<td>Essential</td>
</tr>
</tbody>
</table>

## Skills, abilities and competencies

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Essential/Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proven leadership skills, including development of high performing teams and services in a complex environment</td>
<td>Essential</td>
</tr>
<tr>
<td>Proven management skills, including service delivery, strategic planning, project management, financial management</td>
<td>Essential</td>
</tr>
<tr>
<td>Excellent interpersonal skills, able to foster collaboration and build good relationships with colleagues at all levels</td>
<td>Essential</td>
</tr>
<tr>
<td>Ability to proactively engage with a wide range of stakeholders in order to provide the most efficient and appropriate service</td>
<td>Essential</td>
</tr>
<tr>
<td>Ability to draft, audit and adapt procedures and policies ensuring that they are in line with university, statutory and legislative guidelines</td>
<td>Essential</td>
</tr>
<tr>
<td>Excellent IT and analytical skills</td>
<td>Essential</td>
</tr>
<tr>
<td>Ability to manage budgets, write financial reports and provide statistical information</td>
<td>Essential</td>
</tr>
<tr>
<td>Excellent communication skills, to present information and convey technical information</td>
<td>Essential</td>
</tr>
<tr>
<td>Able to gather intelligence, assimilate information and make decisions, taking ownership and responsibility</td>
<td>Essential</td>
</tr>
<tr>
<td>Experience</td>
<td>Essential / Desirable</td>
</tr>
<tr>
<td>---------------------------------------------------------------------------</td>
<td>-----------------------</td>
</tr>
<tr>
<td>Significant experience in a senior technical role in a large organisation</td>
<td>Essential</td>
</tr>
<tr>
<td>Significant experience of managing, leading and motivating technical staff to achieve results</td>
<td>Essential</td>
</tr>
<tr>
<td>Experience of leading significant change management initiatives in collaboration with senior staff</td>
<td>Essential</td>
</tr>
<tr>
<td>Experience of report writing, communicating with multiple stakeholders, and administrative documentation</td>
<td>Essential</td>
</tr>
<tr>
<td>Experience of working in Higher Education</td>
<td>Desirable</td>
</tr>
<tr>
<td>Experience in the procurement and maintenance of contracts for scientific work areas</td>
<td>Desirable</td>
</tr>
</tbody>
</table>

| Personal attributes                                                        | Essential             |
| Good interpersonal skills and the ability to communicate and influence students, staff and external stakeholders, | Essential             |
| Flexible attitude towards work, willingness to respond to time led project demands | Essential             |
| A commitment to excellent service provision and continuous improvement      | Essential             |
| Actively demonstrates a commitment to professional development by continuing to advance knowledge, understanding and skills | Essential             |
| A commitment to equality and diversity                                     | Essential             |
The Department of Physics: [http://www.york.ac.uk/physics](http://www.york.ac.uk/physics) is a department at the forefront of pioneering global research and technological advancement in our world leading research centres, focused around biophysics, condensed matter physics, nuclear physics, and plasma physics and fusion energy at the York Plasma Institute.

The Department has a lively and expanding research programme, and the research interests span a wide range, within both physics and the interactions of physics with other disciplines. We have benefited from substantial investment in these research groups, to help them play a leading role on the national and international stage, collaborating with major research institutions and industries. The research groups have international recognition, and each group regularly publishes papers in major journals and presents papers at international conferences.

The Department has many collaborations with other research groups in the UK and abroad, and contacts with industrial researchers. The Department also leads several inter-departmental ventures, including the Biological Physical Sciences Institute (BPSI), the York Quantum Technologies Centre (YQTC) and the EPSRC Quantum Communications Hub. There has been significant major investment in laboratories and facilities including the York-JEOL Nanocentre and the York Plasma Institute, and we have excellent mechanical, computing and electronic workshop facilities, which support our research and teaching activities.

We have developed a range of undergraduate and postgraduate programmes that provide all our students with the skills to succeed in careers across a broad range of scientific, technological, and related disciplines, and provide opportunities for students to spend a year at one of a number of overseas universities or in industry as an integral part of their degree programme. The Department offers both three year BSc and four year MPhys degree programmes in Physics, Theoretical Physics and Physics with Astrophysics; and joint degree programmes in Maths and Physics and Physics with Philosophy. For postgraduates it offers a taught MSc in Fusion Energy, an MSc by Research and PhD degrees, including leading the EPSRC Centre for Doctoral Training in the Science and Technology of Fusion Energy.

The Department has 58 academic staff members (including teaching-only staff) and amongst our academic staff we have Fellows of the Royal Society and the Institute of Physics, many national and international prize winners, contributing to a dynamic and thriving department. We have over 40 research staff, an increasing number of visiting researchers, and 40 support staff (technical and administrative). The student
population comprises around 450 undergraduates and 120 postgraduates (mostly PhD).

The Department of Physics operates a set of family-friendly policies and welcomes applications that are made on a part-time and job share basis, and we will do our best to accommodate such requests where possible. Staff working patterns are flexible and a formal flexitime system is also in operation. We provide support and advice for staff taking maternity, paternity, adoption and parental leave, and the University has a nursery and a Child Care voucher scheme.

The Department provides support for all categories of staff in their applications for promotion, role reviews, awards, prizes and rewarding excellence nominations. Staff are encouraged to attend training events and take up opportunities for professional development including those offered by the award-winning University Learning and Development Team: https://www.york.ac.uk/admin/hr/browse/learning-and-development. The Department is committed to establishing a culture of environmental good practice and all staff are asked to go about their duties in a resource efficient way and minimise impacts to the environment wherever possible.

The Department strives to address diversity inequalities to ensure that there is a culture that supports equality and encourages better representation throughout the Department. The Department of Physics fully endorses and adheres to the University’s policies on equality of opportunity, and support for staff at all stages of their career is recognised as being extremely important. In recognition of our commitment to equality the Department has been awarded both Athena Swan Silver (the Athena SWAN Charter recognises and celebrates good employment practice for women working in science, engineering and technology (SET) in higher education and research) and Champion status within the Institute of Physics’ Juno programme (the intention of which is to recognise and reward departments that can demonstrate they have taken action to address the under-representation of women in university physics and to encourage better practice for both women and men). We have a well-established Equality Committee in the department which regularly reviews working practices and policies.

Further information about the department is available at: http://www.york.ac.uk/physics
THE UNIVERSITY

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2018 it is the home of more than 17,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world's leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and are ranked 16th in the Times & Sunday Times league table (2017). The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding 12 awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we’ve worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University is committed to promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds.

For further information please visit our employee benefit pages.
THE CITY AND THE REGION

The City of York

Internationally acclaimed for its rich heritage and historic architecture, York's bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford's Tower and the Shambles - just a few of the many attractions.

But York isn't just a great place to visit - it's also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit www.visityork.org for more information on the city of York

Shopping, culture and entertainment

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location

York is one of Britain’s best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King’s Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 7082
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 11 November 2018

What will I need?

We will ask you for details of:

- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and/or by answering questions.

Help and assistance

Direct any informal queries to Ros Roberts, Department Manager (ros.roberts@york.ac.uk), or Kieran Gibson Head of Department, (kieran.gibson@york.ac.uk)

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk

+44 (0)1904 324835